

OFFICE SERVICES SUPERVISOR I (TYPING)

JOB ANALYSIS BACKGROUND INFORMATION

Date of Study: November 29, 2004

Collective Bargaining Identification: S04

Job Analysis Conducted By: Joy Brown
Personnel Analyst
Personnel Examining Section

Number of Incumbents: There are 18 incumbents in Office Services Supervisor I (G) and 924 incumbents in Offices Services I (T) classification per Department of Corrections Filled/Vacant Position Report dated October 6, 2004.

Names of the Subject Matter Expert(s) and their background:

Patricia Dill, Correctional Case Records Supervisor, Department of Corrections, Parole & Community Services Division, Case Records-North

Patricia Dill currently works as a Correctional Case Records Supervisor for the Paroles & Community Services Division at Case Records-North. Previously she has worked as an Office Technician (OT) and supervised OT for 1.5 years at Deuel Vocational Institution (DVI) and has supervised Office Services Supervisor's for 1.5 years and has been with the Department of Corrections for 13 years.

Karen Visser, Correctional Case Records Analyst, Mule Creek State Prison (MCSP)

Karen Visser currently works as a Correctional Case Records Analyst at MCSP. Previously she worked for 2 years as an Office Services Supervisor I (Typing) and now supervises OSS I's at MCSP. Karen has been with the Department of Corrections for 17 years.

Laura Burks, Office Technician (Typing), Substance Abuse Treatment Facility, Corcoran

Laura Burks currently works as an Office Technician (T) at Substance Abuse Treatment Facility (SATF) and has been there for 5 months. Previously she worked as an Office Technician (T) at Correctional Training Facility (CTF) for 4 years and an Office Services Supervisor I (Typing) at CTF for 7 months. Linda has been with the Department of Corrections for 11 years.

Deborah Ochoa, Office Technician (Typing), Calipatria State Prison (CAL)

Deborah Ochoa currently works as an Office Technician (T) at Calipatria State Prison and has worked for the Department of Corrections for 15 years.

OFFICE SERVICES SUPERVISOR I (TYPING) INFORMATION GATHERING

The initial list of tasks and knowledge's, skills & abilities statements were identified after conducting a literature review which consisted of:

- California State Personnel Board Class Specification
- State of Minnesota Job Specification
- Michigan Department of Civil Service Job Specification
- State Of Louisiana Job Specification
- Illinois Department of Central Management Services Class Specification
- State of Georgia Job Description
- Duty Statements